

Recovery Support Services

If you have been affected by floods, Recovery Support Services will help you in your recovery journey by providing personalised, long-term support.

Recovery Support Services will link you to your own personalised recovery support worker, who can help you navigate and access services and disaster assistance packages.

Recovery support workers will walk alongside you, providing you with help to address the complex challenges and issues that emerge throughout your recovery journey. Recovery Support Services will also build your connections with local community resources and can link you to programs and services.

PERSONALISED SUPPORT

These services provide:

- A dedicated support worker
- Assistance to access financial grants, services and loans
- Practical, personal and emotional support
- Recovery updates and information
- Links to other services and programs in your community



Who can use these services?

Anyone directly impacted by the floods

- Residents with damaged or destroyed homes
- Residents experiencing additional impacts from the floods (i.e. social, emotional and financial)
- Business owners
- Primary producers and rural landholders



How can I access these services?

- You can phone or email your local Recovery Support Service directly. Details of Recovery Support Services are provided on the next page
- Other services and agencies can help to link you to the Recovery Support Service in your area
- No formal referral is required



Where are the services located?

See the following page for a list of providers and locations.



Fee-free support

There is no cost for these services

Service providers

Recovery Support Service	Areas covered	Main contacts
Northwest Sydney		
Peppercorn Services Inc Recovery Support Service	Hawkesbury City Council Hills Shire Council	02 4587 0225 rss@peppercorn.org.au
Mid North Coast		
St Agnes' Recovery Support Service	Port Macquarie-Hastings Council	02 6588 7444 rss@stagnesparish.org.au
For primary producers or rural landholders impacted by floods anywhere in NSW		
Department of Primary Industries Rural Recovery Support Service	State-wide	0448 077 684 flood.recovery@dpi.nsw.gov.au